# Frequently Asked Questions About Cognos Reporting

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## Supporting Materials for the Refactored RTS and Cognos

Supporting materials (such as the recorded webinars, job aids, and guides) are available for you to view and download from the various tabs in the RTS Refactoring Resources area of the TAC Hub (http://www.txdmv.gov/rts-refactoring-resources)

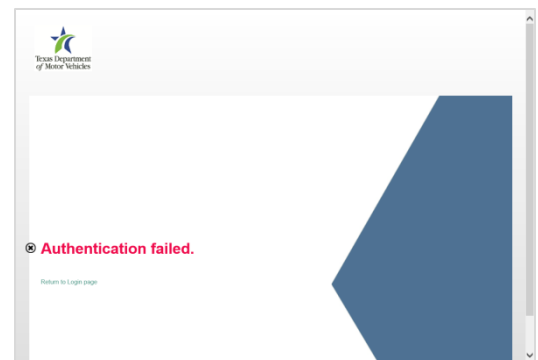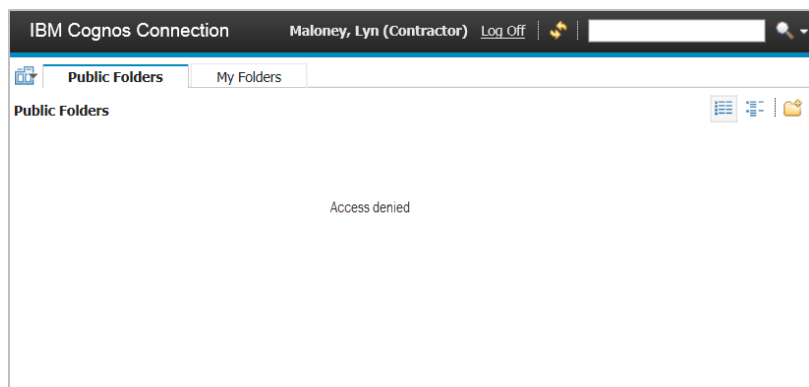| Access/Security Question | Response |
| --- | --- |
| Who can access Cognos? | You must be assigned to the COGNOS Users group by an RTS Admin in your county, who can assign this to you on the Reports page in the Local Options >Security event.<br><br>If you do not know who in your county is an RTS Admin, contact the service/help desk for assistance. |
| Can I access Cognos from any workstation? | You can access Cognos from any RTS workstation connected to the TxDMV network only. |
| Why does an error message display about not having the required permissions when I click the Cognos icon on my desktop and attempted to log in? | The Cognos Reports icon is installed on all RTS workstation desktops and anyone can click it. But when you attempt to log in, your login will be successful only if you have the correct permissions to access the Cognos pages.<br><br>The **Authentication failed** page displays if you attempt to log in without the proper permissions, or if you enter an incorrect or expired password.<br><br><br><br>If you can log in to Cognos, but cannot access a specific page, the **Access denied** page displays.<br><br><br><br>If either situation occurs, contact your County RTS Administrator to verify your Cognos permissions, to be added as a Cognos user, or to reset your password. (**Note:** The password reset process will reset both your POS and Cognos passwords.) |

# Frequently Asked Questions About Cognos Reporting

| Report Information Question | Response |
|---|---|
| What security measures are in place for county reports? | Like today, you can see only the data from your county. <br><br> The Cognos reports are made available only to the RTS Admin for your county. <br><br> If you are unsure who the RTS Admin for your county is, contact the Service desk for assistance. |
| Will I still see substation reports? | You will have access to the same reports as you do today. |
| What reporting features will county users have? | The Cognos features will include on-demand access to: <br> • Run, print, email, and save Cognos reports <br> • Export Cognos reports to various outputs (such as Excel) <br> • Customize Cognos reports by selecting dates and date ranges, specific funds and fees, and other parameters. |
| How many county reports will be developed for Cognos? | In the first release, more than 19 former mainframe (or, *legacy*) reports that were previously downloaded to your printer have been converted to Cognos. Separate summary and detail reports (like the Funds Transactions detail and Funds Summary) were combined into one Cognos report. <br><br> In addition to these former downloaded reports, you can run the CBRF and $5 Buyer Tag Fee reports on demand when you need them. <br><br> Note that some of the daily reports remain in the RTS POS and you can access them using the Reprint Reports event. <br><br> Refer to the lists of converted and available reports that are available for you to download and print from the Job Aids tab of the Refactored RTS Resources page in the TAC Hub. |
| Are the reports that we print in Cognos going to have the same name as they do today? | Many of the Cognos reports have similar names (like Funds Remittance) while a few have been renamed. <br> Refer to the lists of Cognos reports that are available for you to download and print from the Job Aids tab of the Refactored RTS Resources page in the TAC Hub. |

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| Report Information Question | Response |
|---|---|
| How can I find my reports if they are not named the same? | The **Cognos Report Title and Data Content** Job Aid cross references the names of the existing legacy reports to the names and locations of the new Cognos reports. This Job Aid is available for you to download and print from the Job Aids tab of the Refactored RTS Resources page in the TAC Hub (or for Field Service Reps, RSCs, and HQ, from the source you typically get content).<br><br>Additional Job Aids are also available, such as the list of Daily Reconciliation Reports and Where are my reports that used to print automatically? |
| Will daily closeout reports be available in Cognos? | No, the daily closeout reports remain in the POS and you will follow the same process you do today. |
| What do I do if I cannot see the entire Cognos page to get to the buttons to enter information? | Like all web pages, scroll bars are available for moving to the right and back to the left and to the bottom and top of the page<br><br> |